

# How we create value

## Business model

How we create, deliver and capture value

### What we do

Distribute electricity safely and reliably across a vast network, while leading the energy transition

### Who we serve

Households, businesses, communities and energy market participants

### How we earn

Regulated revenues and prices set by Australian Energy Regulator in accordance with the National Electricity Rules

### Key resources

Electricity distribution network, skilled workforce, technology and innovation, regional knowledge, trusted community relationships

## Strategy and values

How we grow, improve and adapt

## Outcomes

Tangible benefits we deliver to our stakeholders

## 2024–25 highlights

